

Embedding Trust and Reconciliation in Regulatory Practice



Presenting today

- **Dave Bhauruth**

Executive Director, Reconciliation, Equity, Diversity & Inclusion

- **Anne Sommerfeld**

Standards & Guidance Consultant

- **Johanna Ward**

Senior Communications Strategist

Territorial and Rights Acknowledgement

Agenda

- Diversifying Governance – Dave
- Relational Communications – Johanna
- Supporting Standards - Anne



Diversifying Governance

How did we get here?

- Indigenous-specific racism has been an issue for many years
- *In Plain Sight* report (2020)
- BCCNM's action planning
 - *BCCNM's Commitment to Action: Constructive disruption to Indigenous-specific racism amongst B.C. Nurses and Midwives (2021)*
 - *BCCNM's Commitment to Action: 2023-24 Redressing Harm to Indigenous Peoples in the Health Care System (2023)*

Safe Spaces project

- Reports of Indigenous-specific racism at the BCCNM Board and committees
- External Indigenous advisor
- Other B.C. health regulators invited
- Grounded in Indigenous practices
- Outcome: *Playbook to Eliminate Indigenous-Specific Racism & White Supremacy in BC Health College Governance*

Actioning direction – committee representation

- Revised committee competency matrices
- Specifically called out for Indigenous candidates
- Set an internal goal of 10% representation across all committees
- Achieved in 2024 recruitment

Actioning direction – board representation

- Until 2023, BCCNM had one First Nations public board member
- In 2023, a First Nations RN registrant was elected
- Throughout 2023, targeted communication to self-identified Indigenous registrants
- In 2023 election, Indigenous LPN, NP, and RPN candidates were elected

Creating Safe Spaces

- Prior to Safe Spaces – Community of Practice
- Open to any Indigenous member in BCHR
- Indigenous Engagement Group
- Supported by BCCNM staff and external Indigenous advisor
- *Partnering with BCCNM* – decolonizing codes of conduct

Future plans

- Health Professions and Occupations Act
 - Office of the Superintendent of Health Profession and Occupations Oversight – replaces CABRO
 - Board fully appointed
 - Section 14 and the obligations of all
- Develop competencies and processes for Board appointments

Relational Communications

We are a relational regulator

- "... regulatory practices that are **shaped by the relationships and interactions between the regulated professionals and their regulatory bodies.** This approach emphasizes the importance of trust, mutual understanding, and collaboration in achieving effective regulation.

--BCCNM's regulatory philosophy

We are a relational regulator

Key aspects:

- Interpersonal relationships
- Mutual understanding
- Right-Touch approach
- Just and equitable culture

Our primary (communications) audiences for this work

- Indigenous audiences
 - Indigenous clients
 - Indigenous families and communities
 - Indigenous clients harmed by a nurse or midwife, many of whom do not feel safe making a complaint
- Licensees (nurses and midwives)
- Staff, board, and committees

Understanding staff's perspectives

- Annual culture and engagement survey
 - BCCNM's work in ISAR/CSH is a point of pride for staff
 - Staff believe that BCCNM is making good progress in this journey
- Questions/concerns
 - How do I apply it to my work?
 - Is focus on ISAR/CSH taking away from our core regulatory mandate?
 - Don't feel safe asking questions/sharing concerns



Key approaches for staff

- Unconscious bias training
- Lunch & learn webinars
- Indigenous knowledge carriers/guest speakers at in-person staff meetings
- Annual development goals: one formal and one informal
- Speak-up Culture Framework
- Orange Shirt Day T-shirt project
- Territorial acknowledgement
- Mandatory training: Nutsamaht-Nch'ú7mut program
- Monthly CEO messages

Changing hearts and minds is hard

- Staff at different places in their journey, just like nurses and midwives
- A lot of new concepts, expectations
- Some resistance to overcome
- Uncomfortable being uncomfortable



Leadership matters

- CEO, supported by the Board, made it clear that this was a priority
- Organizational initiatives:
 - Speak-up culture
 - Mandatory training
 - Working with Elders and Knowledge Keepers
 - Indigenous ways of knowing and being
 - Territorial acknowledgments

Indigenous bias in 'intrinsically racist' system

Nursing college registrar Cynthia Johansen says she is 'asking people to change their hearts and minds'



Bethany Lindsay, Angela Sterritt · CBC News ·

Posted: Sep 29, 2023 4:00 AM PDT | Last Updated: September 29, 2023



Communications best practices: how?



Engaging without causing harm

- Working with Indigenous staff, consultants, and Elders is a learning process
- Assumptions, timelines, and expectations need re-examining
- It is not a linear process
- Indigenous ways of knowing and being
- Ceremony, protocol

Indigenous-specific anti-racism: Language matters

Readers will notice we have begun using more specific language to talk about our work. While we continue to use terms such as cultural safety and cultural humility, we're shifting to more specific, determinative language to acknowledge that to practise cultural safety and humility, we must first become anti-racist.

Indigenous-specific racism

Indigenous-specific racism is racism targeted at a person because of their Indigenous identity or heritage. It can present as overt discrimination or indirect biases that arise because of misconceptions of Indigenous Peoples. It includes ideas and practices that establish, maintain, and perpetuate power imbalances, systemic barriers, and inequitable outcomes that stem from the legacy of colonial policies and practices in Canada that continue today.

Anti-racism, anti-racist

Anti-racism is the practice of identifying, challenging, preventing, eliminating, and changing the values, structures, policies, programs, practices, and behaviours that perpetuate racism. It is more than just being "not racist."

To be anti-racist involves actively eliminating racism from our policies and institutions, understanding how the present exists upon colonial and racist foundations, and committing to educate oneself and take action to create conditions of greater inclusion, equality, and justice.


Anti-racism is an action that involves calling out and dismantling racism in its many forms. Having self-awareness and being self-reflective are important steps toward becoming anti-racist. We do this through engaging in ongoing self-reflection of our own biases, privileges, and prejudices and committing to dismantling the "colonial knots" that keep racism alive.

Indigenous-specific anti-racism

Indigenous-specific anti-racism is defined as anti-racist actions that specifically address the presence of Indigenous-specific racism in society. This is the evolution of how we view this work. Specifically aimed at identifying, challenging, and eliminating Indigenous-specific racism, Indigenous-specific anti-racism is being woven into everything we do. When we develop or revise standards and policies, we ensure Indigenous-specific consultation is built in.

Be humble

- Can be challenging work—you will make mistakes
- Be open to feedback from Indigenous colleagues and partners
- Important to remember the WHY



“Our lives **literally** depend on this work.”
--BCCNM’s Indigenous Cultural Safety & Humility Consultant

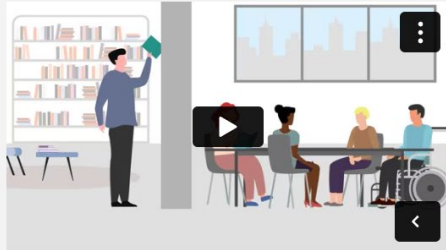
Supporting Standards

Support and guidance of the standard

Created video series with the College of Physicians and Surgeons of BC (CPSBC) and Indigenous partners

Cultural safety and humility video series

Introduction to the New Standards



Building Knowledge Through Education



Self-reflective Practice (It starts with me)



Anti-racist Practice (Taking action)



Creating Safe Health-care Experiences



Person-led Care (Relational care)



Strengths-based and Trauma-informed Practice (Looking beneath the surface)



Created companion guide for nurses and midwives

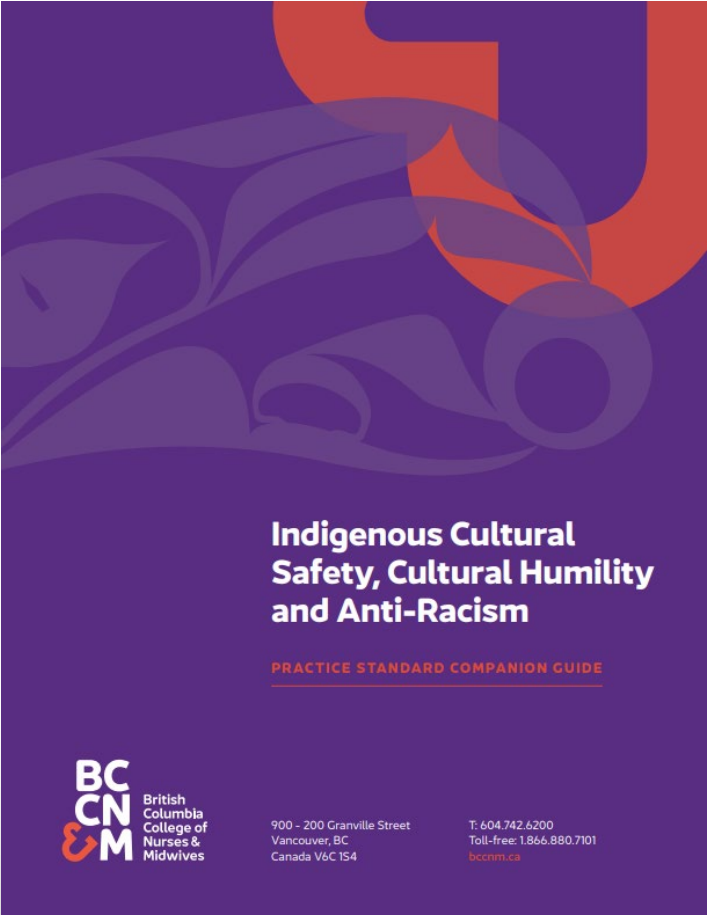


Table of contents

Territorial acknowledgement	3
Opening words by Knowledge Keeper	4
Words from the Métis Nation	5
Acknowledgments	6
Core Concepts	
1. Self-reflective practice	9
2. Building knowledge through education	14
3. Anti-racist practice	19
4. Creating safe healthcare experiences	25
5. Person-led care	31
6. Strengths-based and trauma-informed practice	39
About the artist: Bert Azak	45

The ongoing and lifelong learning and education that nurses and midwives are responsible for is in the standard as highlighted below:

2.1 Undertake ongoing education on Indigenous healthcare, determinants of health, cultural safety, cultural humility, and anti-racism.

Understanding how [social and cultural determinants of health](#) impact the health of Indigenous Peoples is essential to identify the risk of health inequity and provide culturally safe care. We recommend reviewing some of the [learning resources](#) we have on our website as a starting point to learn more about cultural safety and cultural humility and the history of Indigenous-specific racism in Canada.

2.2 Learn about the negative impact of Indigenous-specific racism on Indigenous clients accessing the healthcare system, and its disproportionate impact on Indigenous women and girls and two-spirit, queer, and trans Indigenous Peoples.

Indigenous-specific racism shows up in many ways. Being aware of the ways racism impacts Indigenous Peoples, particularly women, girls, [two-spirit](#), queer, and trans people, is critical to understand how it impacts Indigenous Peoples' health and well-being.

Review the Links to Further Resources at the end of this section.

2.3 Learn about the historical and current impacts of colonialism on Indigenous Peoples and how this may impact their healthcare experiences.

To promote equity in healthcare for Indigenous Peoples, the root causes of health and healthcare inequities and Indigenous Peoples' resistance to colonialism must be understood. This means understanding that Indigenous Peoples continue to fight daily against colonial structures that impact every aspect of their lives, from healthcare to economic development. This understanding supports healthcare professionals to view people through an informed, strengths-based, and compassionate lens.

We recommend the [Indigenous Canada online course](#) and the [Challenging Racist "British Columbia"](#) as resources to learn more about Indigenous Peoples and colonialism.



Learning series

From Awareness to Action: Indigenous Cultural Safety, Cultural Humility, and Anti-Racism learning series

Supporting nurses and midwives to understand and apply the *Indigenous Cultural Safety, Cultural Humility, and Anti-Racism practice standard* in your practice.

» [Module 1 – Key terms](#)



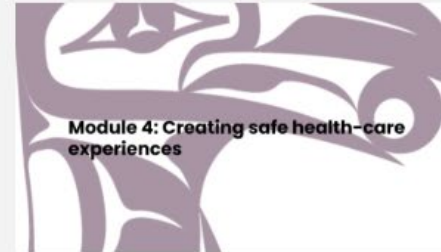
» [Module 2 – Self reflective practice \(It starts with me\)](#)



» [Module 3 – Anti-racist practice \(Taking action\)](#)



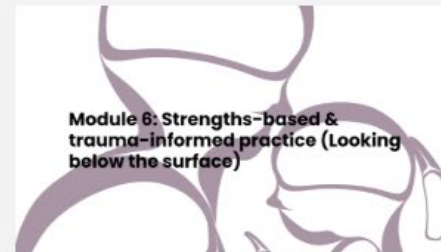
» [Module 4 – Creating safe health-care experience](#) new



» [Module 5 – Person-led care \(Relational care\)](#) new



» [Module 6 – Strengths-based & trauma-informed practice \(Looking below the surface\)](#) new



Questions?



Thank you

Dave: dave.bhauruth@bccnm.ca

Anne: anne.sommerfeld@bccnm.ca

Johanna: johanna.ward@bccnm.ca